



Shaping policy • Sharing solutions • Strengthening communities



# Testimony to the House Study Committee on the Workforce Shortage and Crisis in HCBS Settings



Presented by: Gabrielle Sedor, CAE.  
Chief Operations Officer, American  
Network of Community Options  
and Resources (ANCOR)

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Service providers support more than one million Americans with intellectual and developmental disabilities through the Medicaid program.

**ANCOR is their voice in Washington.**

### Who does ANCOR represent?

Americans with I/DD include people with Down Syndrome, cerebral palsy and autism.

ANCOR is nonpartisan. We represent a workforce of many thousands of community providers across the country who empower people with disabilities to live with dignity – helping them to avoid costly state-run institutional care.

### ANCOR members matter

Our members provide vital services including residential supports, daily life skills building and employment support.

1

We work tirelessly to protect the Medicaid safety net for those served by our members and to lead the innovation of new and diverse funding streams.

2

We champion the full implementation and funding for the ADA and other federal disability rights statutes and regulations.

3

We promote innovative and cost-effective business solutions to help our members use limited Medicaid resources efficiently.

### Facts & Figures

ANCOR represents

**1,400+**

service providers and 52-state provider associations.

There are more than

**5 million**

Americans with intellectual and developmental disabilities (I/DD) living in the U.S.]

Each year, about

**6,000**

babies are born with Down syndrome.

**1 in 68**

children are now born with Autism.

**45%**

of frontline workers leave the field every year, leading to one of the nation's most pressing workforce crises.



BY THE GOVERNOR OF THE STATE OF GEORGIA

## A PROCLAMATION

### DIRECT SUPPORT PROFESSIONALS RECOGNITION WEEK

- WHEREAS** Direct support professionals, direct care workers, personal assistants, personal attendants, in-home support workers, and paraprofessionals are the primary providers of publicly funded long-term support and services for millions of individuals with disabilities; and
- WHEREAS** Direct support professionals must establish close, respectful, and trusting relationships with patients. Through their dedicated efforts, direct support professionals empower individuals with disabilities to live more independent lives so that they may more actively participate in their communities; and
- WHEREAS** Direct support professionals and their clients with individual personal care assistance on a daily basis by providing a broad range of individualized support. These services include: job training and coaching, assisting those with disabilities to successfully live alongside their peers, teaching them to navigate more life through meal preparation, as well as administering medication and helping with bathing, dressing, and other aspects of daily life; and
- WHEREAS** Direct support professionals also provide transportation to school, work, religious services, medical appointments, and recreational activities, while also assisting in financial matters and helping with other general affairs; and
- WHEREAS** By providing essential services, direct support professionals help individuals with disabilities remain connected to family, friends, and other members of the community, while also allowing them to avoid unnecessary institutional care; and
- WHEREAS** Most direct support professionals are the primary earners of their families and often work multiple jobs to make ends meet; and
- WHEREAS** In 2017, the majority of direct support professionals were employed in home and community-based settings, and this trend is projected to increase over the next decade. There is a critical and growing shortage of direct support professionals throughout the United States, and it is important that we recognize these healthcare workers; and
- THEREFORE** I, NATHAN DEAL, Governor of the State of Georgia, do hereby proclaim September 8-15, 2018, as DIRECT SUPPORT PROFESSIONALS RECOGNITION WEEK in Georgia.

In witness whereof, I have hereunto set my hand and caused the Seal of the Executive Department to be affixed this 6th day of September in the year of our Lord two thousand eighteen.



*Nathan Deal*  
GOVERNOR

ATTEST:  
*Chris M. Rhy*  
CHIEF OF STAFF



<https://youtu.be/tc60M4vJ5dE>



## DSP turnover is high and frequent.

A high level of disruption is happening often in supports that need to be stable to be successful.

45.5%

**national average turnover rate**

24% - 69%

**range of state turnover rates**

## Turnover by length of tenure

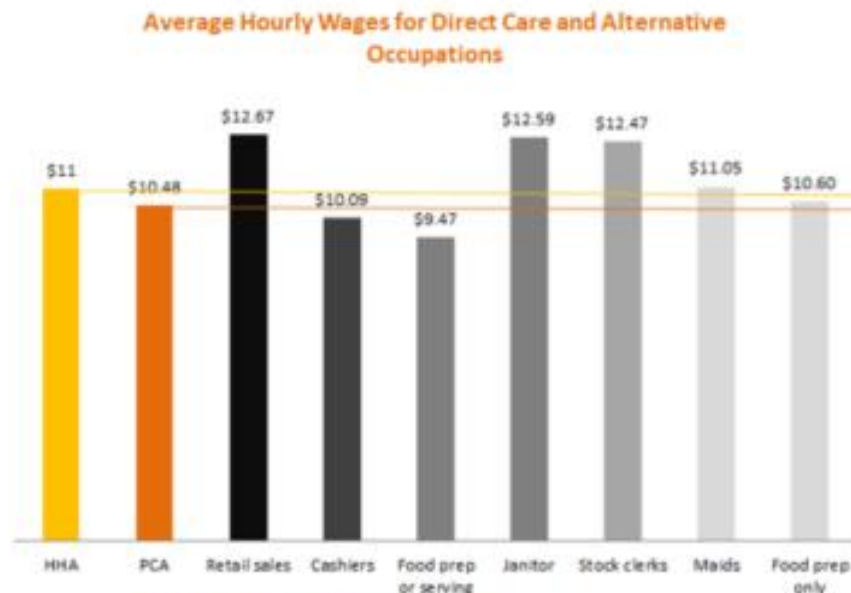


Source: [National Core Indicators \(NCI\) 2016 Staff Stability Survey](#)



## Low wages are a primary cause of turnover.

DSPs operate within a very demanding regulatory framework and have high responsibilities – including keeping individuals alive – which their wages do not reflect.



Source: [ANCOR 2017 workforce report](#)

## Reason for leaving Percentage

Inadequate pay	88.54%
Difficulty level / stress of work performed	66.88%
Lack of advancement	49.68%
Lack of supervisory support/appreciation	42.04%
Insufficient training/guidance	28.66%

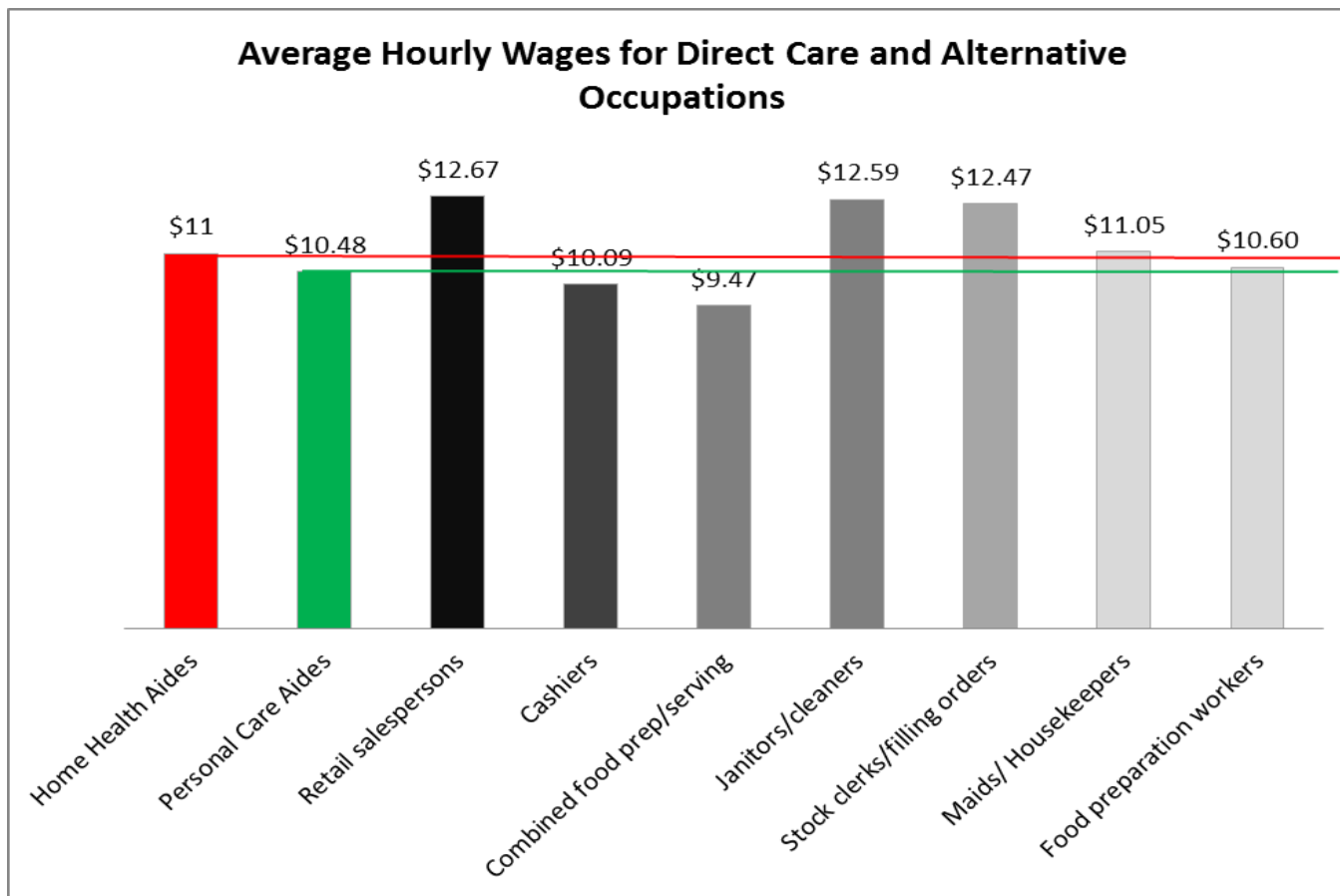
Source: ~~Medisked~~ survey

Multiple choice selection allowed so results add up to more than 100 percent



State	Starting DSP Wage	Average DSP Wage	State Living Wage: 1 Adult	State Living Wage: 1 Adult, 1 Child	State Living Wage: 2 adults (1 working), 2 children	State Living Wage: 2 Working Adults, 2 Children
AL	\$8.66	\$9.59	\$10.17	\$20.52	\$20.12	\$13.99
AZ	\$9.49	\$10.05	\$10.38	\$22.67	\$24.13	\$15.64
DC	\$13.67	\$13.97	\$14.54	\$30.90	\$25.41	\$20.36
GA	\$9.55	\$10.27	\$10.88	\$21.90	\$23.59	\$14.37
IN	\$9.53	\$10.36	\$9.99	\$21.10	\$22.78	\$13.80
KY	\$9.81	\$10.67	\$9.81	\$20.67	\$19.95	\$14.22
MN	\$11.03	\$12.17	\$10.68	\$28.74	\$21.70	\$12.91
MO	\$9.60	\$10.56	\$10.02	\$20.85	\$20.44	\$13.76
OH-HCBS	\$9.84	\$10.56	\$9.58	\$20.87	\$21.98	\$14.14
OH-ICF	\$9.81	\$11.14	\$9.58	\$20.87	\$21.98	\$14.14
OR	\$11.26	\$12.27	\$10.92	\$23.96	\$25.03	\$15.57
PA	\$10.86	\$12.25	\$10.23	\$21.45	\$22.26	\$14.53
SC	\$9.56	\$10.24	\$10.50	\$20.48	\$23.00	\$13.20
SD	\$10.73	\$11.93	\$9.54	\$19.87	\$22.05	\$13.23
TN	\$8.57	\$9.10	\$9.81	\$20.02	\$22.39	\$12.80
TX	\$9.50	\$10.24	\$10.15	\$21.56	\$20.98	\$13.78
UT	\$9.86	\$11.58	\$10.56	\$22.18	\$21.52	\$15.19
VT	\$12.85	\$13.08	\$11.49	\$23.80	\$24.45	\$15.67

*Wage data source: National Core Indicators 2015 Staff Stability Survey, page 24. Living wage estimates: the Massachusetts Institute of Technology's (MIT) living wage calculator. MIT estimates are those needed by an individual, so in the 2 working adults example, both would need to earn at least that wage. Note that ANCOR members from Vermont have commented that these rates are higher than what their experience suggests.*



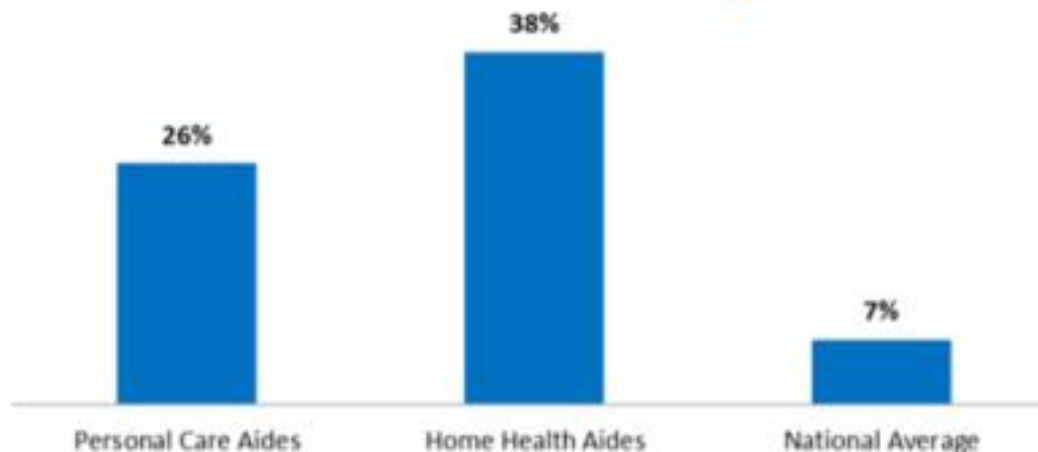
*Source: DOL comparison data sent to ANCOR and presented at the President's Committee on Intellectual and Developmental Disabilities*



## **Demand for DSPs will increase, further exacerbating the effects of turnover.**

Demographic trends increasing demand include the increase in autism diagnoses, increased longevity of people with I/DD, aging family caregivers needing more assistance to care for their loved ones with I/DD, and demand from baby boomers. Simultaneously, less women are being born into the labor pool and the DSP workforce is predominantly female. This promises unmet demand for supports.

### **Expected Employment Growth 2014-2024: DSPs vs. National Average**



*Source: Bureau of Labor Statistics*



SPECIAL SERIES

# abused and betrayed

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## In Their Own Words: People With Intellectual Disabilities Talk About Rape

January 20, 2018 • In the final piece of NPR's series on the sexual assault epidemic against people with intellectual disabilities, we hear from victims themselves about how these experiences shape their lives.

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Lizzie Chen for NPR; Claire Harbage and Meg Anderson/NPR

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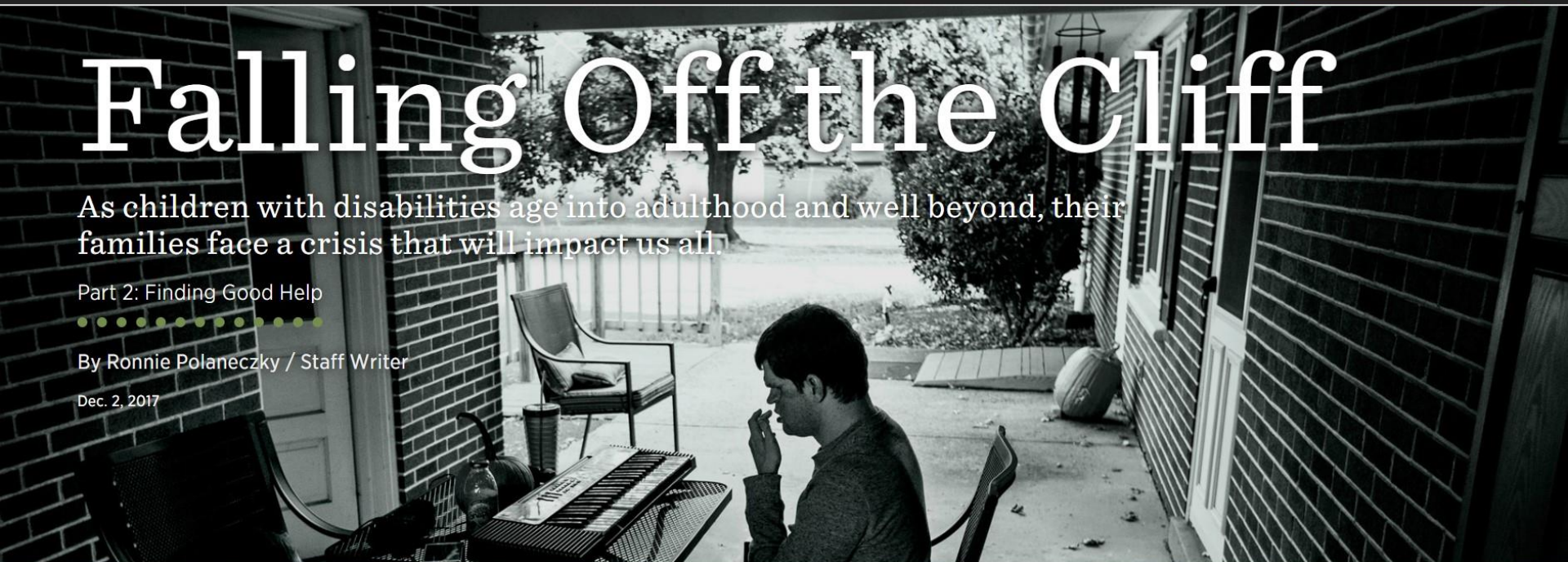
# Falling Off the Cliff

As children with disabilities age into adulthood and well beyond, their families face a crisis that will impact us all.

Part 2: Finding Good Help

By Ronnie Polaneczky / Staff Writer

Dec. 2, 2017



# Government Watchdog Warns Of Group Home Dangers

by Michelle Diamant | January 18, 2018





*Images from ANCOR's national "Cast of Compassion" video. Watch it at [nationaladvocacycampaign.org](http://nationaladvocacycampaign.org).*



## **Addressing the Disability Services Workforce Crisis of the 21<sup>st</sup> Century**

*Electronic Version*

**American Network of Community Options and Resources  
2017**



## Solutions include:

**Improving DSP wages through greater federal and state investment in the Medicaid program, through which those wages are set.** In 2018 some states increased DSP wages, including:

Connecticut

Kentucky

Maine

**Innovative recruitment and retention techniques.** Some agencies and states have shown creativity to increase recruitment within the constraints caused by lower wages:

Iowa: an agency leveraged a federal demonstration project to recruit more specialized DSPs, going beyond the usual recruitment targets.

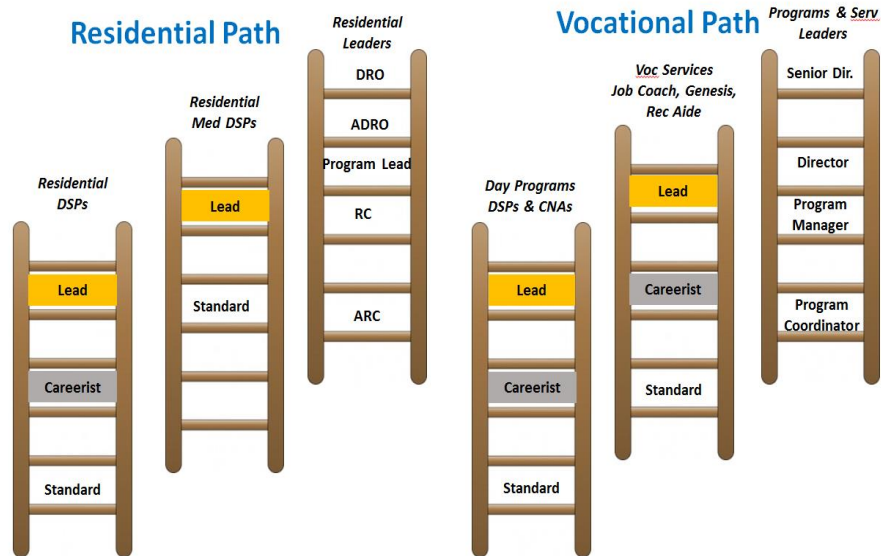
Ohio:

The state and some schools partnered with I/DD supports agencies to recruit high school students on the verge of dropping out. The program allowed students to finish school while training to become DSPs.

One agency created an Employer Resource Network to offer more DSPs workplace flexibility and better benefits, leading to increased retention.

Wisconsin: an agency created clear career pathways with built-in wage increases, thus increasing retention.

**Leveraging technology to better leverage DSPs time and reduce injuries.** States such as Colorado and Minnesota have begun modernizing their authorized technologies policies to reflect recent developments in technology, such as the more widespread use of tablets, software and assistive technology.



Career ladders in Wisconsin

GEAR UP initiative  
in New York





## About Us

*The skill, commitment and hard work of supporting individuals with intellectual and developmental disabilities (I/DD) has for too long gone unrecognized. Their untold stories—of lifting the human spirit beyond all expectations—have inspired the ANCOR*

## Join The Movement

First Name





**We Have A Stake**

Published by Sean Luechtefeld [?] · June 22 at 12:35 PM ·

All too often, we hear the misconception that people with disabilities are a strain on the community. Quite the contrary, individuals with intellectual and developmental disabilities enrich their communities by giving back in ways big and small.

Mindy Sprague is just one such example. With a little help from her Direct Support Professional, Rosie Emmons, this Barre, VT, duo is tackling life's challenges and learning what it means to be included, supported and empowered -- all while giving back to the members of their community.



WEHAVEASTAKE.ORG

**With a Little Help, Mindy Sprague Makes a Big Difference**

By Jenny Armini, via The Barre Montpeller Times Argus, June 21, 2018 ...

32,472 people reached

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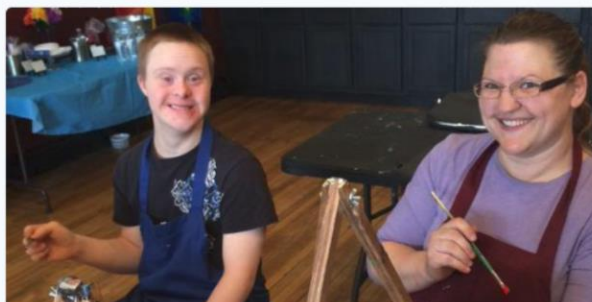
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**Included. Supported. Empowered.** @WeHaveAStake · Jun 22

Today is the 19th anniversary of the landmark #SCOTUS decision in Olmstead v. LC. Find out why @TheRealANCOR's VP of Gov Relations @EsmeVGrant argues Olmstead is among the most significant civil rights decisions of our generation. #inclusion #wehaveastake



**Congress Should Honor the Legacy of Olmstead by Renewing Fundi...**

As we reflect on the anniversary of a landmark Supreme Court case, we can show our country the measure of who we truly are.

medium.com



10



13



**We Have A Stake**

Published by Sean Luechtefeld [?] · June 19 at 3:27 PM ·

Tony just wanted to have a job where he felt like he was contributing to the community. "I knew this was the type of job I always wanted to do."

Thanks to Capabilities and Edison State Community College, Tony knows what it means to be #included, #supported and #empowered.



WEHAVEASTAKE.ORG

**Tony Working at Edison State Community College**

Video courtesy of Justin Blumhorst, Capabilities, Inc. Tony is currently...



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**INCLUDED.**  
**SUPPORTED.**  
**EMPOWERED.**

**WeHaveAStake.org**  
**#WeHaveAStake**



Shanta Luster  
2018 Georgia DSP of the Year  
Sunrise Community of Georgia, Inc.  
Thomasville, GA



# ***Federal Workforce Asks***

## **Our Asks: Support efforts to increase the Direct Support Professionals workforce**

- Sign on to standard occupational classification (SOC) letter to encourage the Bureau of Labor Statistics to designate DSP as a discrete class of workers
- Encourage CMS to confirm Medicaid payments are authorized for the use of innovative technology solutions to deliver HCBS waiver services
- Allow providers to reinvest savings generated by using technology to deliver services
- Annual state reporting of IDD service reimbursement rates
- Revisit the Transition to Independence Act, with a focus on how the DSP workforce enhances community engagement and independent living
- Support federal, state, and local pipeline programs to increase the number of people entering the DSP field

**Direct Support  
Professional**  
RECOGNITION WEEK



ANCOR September 9 – 15, 2018 RELI<sup>AS</sup>



# Direct Support Professional RECOGNITION WEEK



ANCOR September 9 – 15, 2018 RELIAS